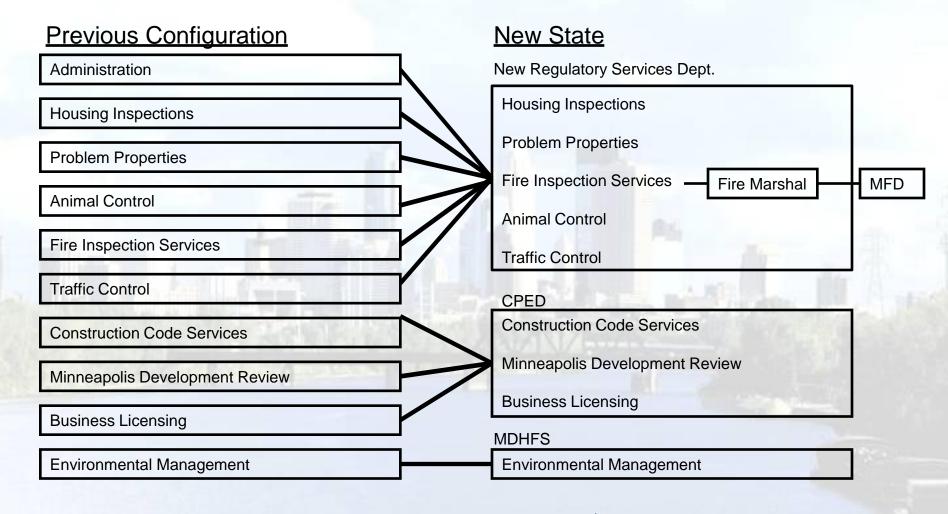
Regulatory Services Reorganization: Committee of Whole Update

July 18, 2013



Reorganization Action Taken





RS Reorganization Calendar, October 2012

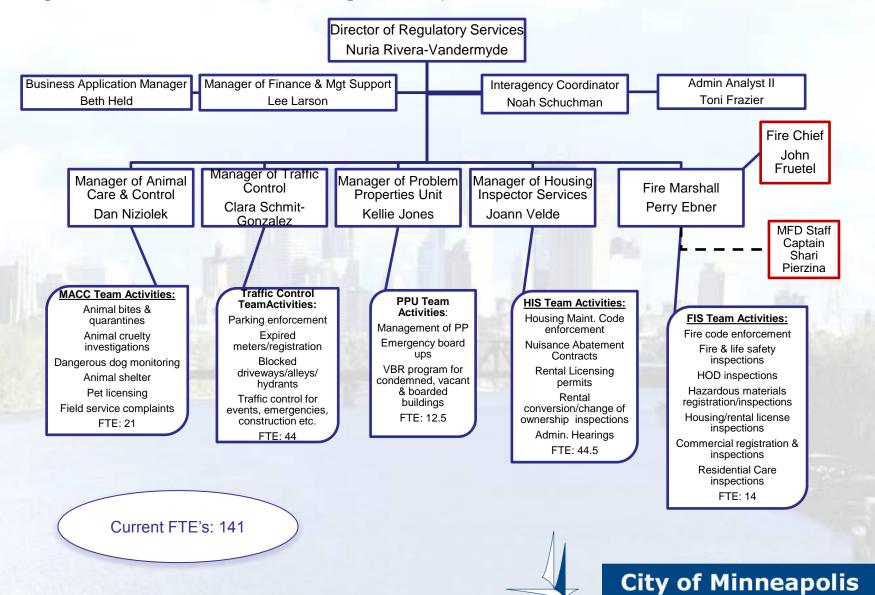
Green = Primary working zone

Yellow = Follow-up and/or tails

<u> </u>	2012				2013									Г
Phase	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oc
Transition Committee: Business Unit reorg & Budget Planning	Meetings with RS staff by business unit, Initial Committee meetings, Initial assessment of Charter impact	Initial reorg plan presentation, Stakeholder Outreach Internal and External, CPED and MDHFS implementation planning	Stakeholder Outreach Internal and External, Second reorg plan presentation, Determine admin resource allocation, Initial fin/HR/IT restructuring work	Budget Adopted including reorg, Begin new Dept Head hiring process, Determine transition management needs	Initial transition management assistance, Complete needed ordinance changes	New Dept Head hire, Other Issues: Admin Hearings, TC and PW connection			Other Issues: Space planning, 2014 budget needs					
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Departments: Management Transition & early integration					Business Unit management reporting relationships change, Begin unit integration(s)	Onboarding of new Dept Head	Completion of accounting changes							
Departments: Business Process improvement & integration							Start BPI							
Departments, Facility Planning, 2013 Budget: Physical Location Integration														



Organization Chart - Regulatory Services



Business Improvements - Regulatory Services

Collaboration with MFD

- Fire Marshall dual reporting model working well and enhancing inter-department communications.
- FIS inspectors providing training during the MFD annual Captains' Conference on building inspections (consisting of fire and building code enforcement).
- All newly appointed Fire Captains receive FIS training on code enforcement prior to stations assignments.
- MFD has included FIS in National Fire Academy over half of the FIS staff has applied for courses being given in 2013.
- FIS Hazardous Material Manager includes MFD Hazardous Material Team on inspections of companies that handle/store reportable amounts of chemicals (302 facilities). MFD providing FIS Haz Mat Manager training critical to effectively responding to situations involving a chemical release.
- FIS Transfer = increased MFD building familiarizations = increased identification of code violations referred to FIS.

Improved Intradepartmental Coordination

- FIS/Housing working together to perform joint inspections + creation of joint procedures to be used in HOD inspections.
- Working on cross-notification process within divisions.



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Business Improvements - Regulatory Services

- Outreach to increase Community Engagement
 - Housing strategies re: VBR properties
 - Working committee created to outline initial steps and internal processes to be disseminated at community organizations starting August 2013.
 - Pilot program in collaboration with MPD addressing Conduct on Premises issues and focusing on community awareness and education.
 - Joint project with NCR and designation of HIS staff to address specific nuisance conditions of property owners who have been unable to bring homes into compliance.
- Customer Service Committee began work last year, but as a result of the reorg. efforts had temporarily postponed meeting. Has re-started as of June.
 - Re-defining customer service as not just external, but internal and Enterprise-wide.
 - Working on a ward-at-a-glance type dashboard or email that is easy to access and tailored to each ward's concerns.
- MACC BPI Project fully evaluate MACC's aggressive incident handling process, including redefining customer delivery model with a tiered Priority system.
- FIS/HIS/PPU BPI using Strategic Inventive Thinking Using the SIT methodology, all three divisions will look at core business processes and common operations for opportunities to find efficiencies and redundancies.
- Upstream Team Creation of team to develop policies, practices and possible ordinance changes that will
 identify potential problems early and hopefully prevent future complications and issues related to problem
 residential addresses.
- Land Management Pilot Project working with IT to start a pilot project focused on rental tenant complaints.



Culture and Integration - Regulatory Services

Work Place Culture Team:

- External resource hired early 2013 to survey various workplace issues, including morale, leadership and job commitment.
 - Questions regarding open and honest communication with leadership and integrity/trust issues among staff ranged from 23-36%.
 - Questions concerning their contribution to the City and commitment to residents garnered 88-96%.
 - Follow-up survey scheduled for end of August 2013.
- All day event on April 11 led to identification of several initiatives, including job shadowing:
 - 58 signed up to shadow
 - 40 have offered to host.
- Already starting to see more training/social activities to promote cross-division interaction: activities sponsored by MACC and HIS North Office successful, and next one is scheduled at Traffic Control.

Focused on Manager/Supervisor Training

- Making Feedback Work for You mandatory for all managers/supervisors, but opened to all staff.
- July 31: 2-hour seminar entitled Find What Works; Build from There (combines pieces from four broader offerings: Healthy Workplace, Dealing With Negativity in the Workplace, Improving Communication Skills, and Respect and Positive Interaction in the Workplace).
- Manager/Supervisor retreat scheduled for early September.
- Have recently been asked by field staff to look for training sessions on time & stress management so
 we'll be scheduling this for all staff in the near future.

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Other Items to Note - Regulatory Services

Administrative Hearings

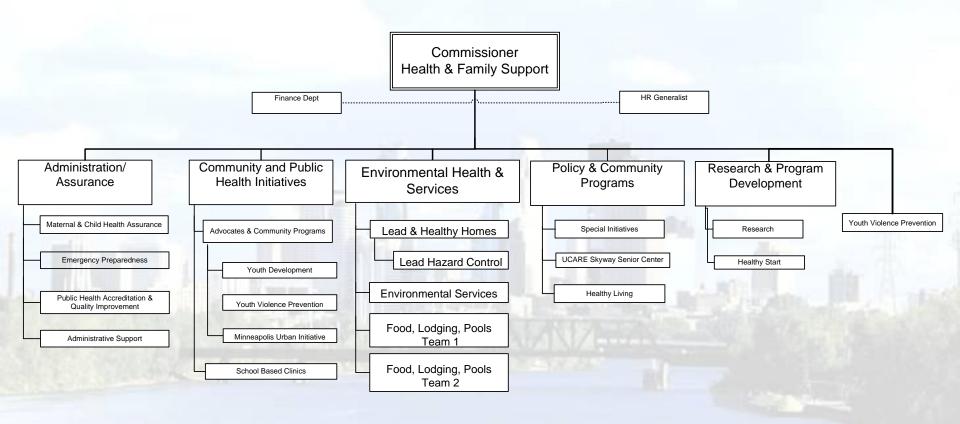
- Currently hear citation appeals from:
 - HIS, FIS, MACC, VBR, demolition, rental license revocations, impound lot towing and storage, special
 assessments (involving nuisance contractor abatement, VBR registration unpaid fees, police boarding of
 buildings, etc.).
 - Other Departments/Divisions: Business Licensing, Construction Code Services, Environmental Management, Food Safety, Rain Leader Disconnect, Truth-in-Sale Housing, Zoning and Police Licensing.
- Planning on expanding to appeals of sidewalk repair assessments, snow and ice removal, utility billing, solid
 waste charges, graffiti appeals and business licensing revocation actions. Also working on inclusion of
 citations for failure to submit COP management plans.
- Actively looking for space to serve this activity, including consideration of 1st floor swing space (previously occupied by NCR) and off-site options.

Space configurations and ongoing talks with Property Services

- Currently in conversations with Property Services, Health and CPED to see how best to align our staff physically within the Public Service Center.
- Property Services is on-boarding a new staff person at the end of July commitment to meet early August re: space issues.
- Looking at several options including rehabbing the unused lab space on 5th floor to accommodate Health staff, and reconfiguring CPED and Reg. Services staff on the 3rd and 4th floors.
- Also looking for space to house HIS in 1 single building.



Organization Chart - Health





Business Improvements – Health

- Hiring of new positions approved by City Council
- New configuration of Food Lodging and Pools to assure supervisory oversight and establish content area leads
- Using SIT process to modify department hiring process and procedures
- Plan for community engagement to identify needs



Our Vision...

Healthy lives and healthy environments are the foundation of a vibrant Minneapolis now and into the future.

Our Mission...

The Minneapolis Health Department improves the quality of life for all people in the city by protecting the environment, preventing disease and injury, promoting healthy behaviors, and creating a city that is a healthy place to live, work, and play.



The Way We Work...

Invest in a healthier community

We support a holistic sense of health within the context of families and communities across the life span. We work for sustainable changes and ensure a return on our investment in health outcomes for the most at risk and the community at large. We bring people and resources together to achieve our common goals and address conditions that influence health.

Exercise leadership in public health

We use sound research, promising strategies and community input to inform our activities and decisions. We encourage our mission-focused, passionate staff to be proactive, innovative and flexible, and to share their knowledge with our local community and beyond.



The Way We Work (continued)...

Quality inspires our work

We strive for excellence in our work by being accountable to the public for consistent standards resulting in measurable progress towards desired outcomes.

Engage with diverse communities

We build on our urban community's cultural diversity, wisdom, strengths, and resilience and are directed by the community's voice.

Protect from harm

We protect residents and guests of Minneapolis from disease and injury; assist them in recovery from disasters; and protect the environment from degradation.



- Perform Minneapolis implementation beginning this fall
- Internal newsletter
- Job shadowing by Commissioner
- All Staff meetings and two way orientation for staff
- Staff picnic in August

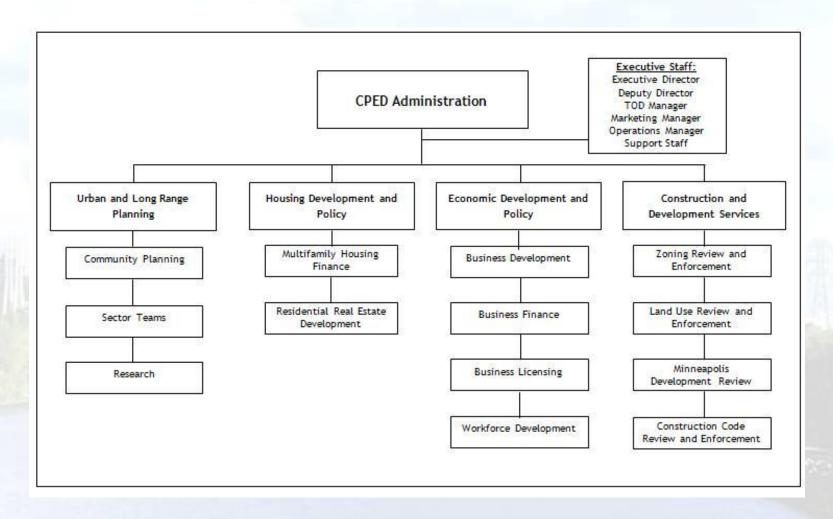


Other Items to Note - Health

- Space reconfiguration on 4th floor of Public Service
 Center in the works
- Early wins
 - Alignment of uses for CDBG funds so that day care homes can get help with addressing lead and other healthy homes issues.
 - Environmental Health tapping into research staff to help investigate evidence behind requirement for pressurized water source at events
 - Successful application for a CDC Associate to help develop a Minneapolis Air Quality measurement project.

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Organization Chart – CPED





Business Improvements – CPED

- Leadership team appointed
- Customer Service Initiative
- Enterprise Land Management System
- Concurrent Plan Review
- Ordinance Code Text Amendments
- Service Availability Charge (SAC)
- Indicators Dashboard



Culture and Integration – CPED

- Sector Teams now include all CPED business lines and representatives from NCR
- Labor-Management Committee to include new business lines from Regulatory Services
- Diversity and Equity Task Force
- Quarterly All-Staff meetings and Division meetings
- Topic Lunches
- Department Picnic
- Director one-on-one meetings and field "ride-alongs"
- Internal newsletter



Other Items to Note - CPED

- Continued construction building boom is providing new challenges and opportunities for CPED
- 2014 budget will be a more complete realization of the reorganization
- Space issues remain in Public Service Center and beyond in future years



